

High quality speech-to-speech services are critical to enable individuals with communication disorders to communicate using the telephone, and to participate fully in society. Many people who could benefit from these services, however, are unaware that these services are available.

At present, Pennsylvania appears to be out of compliance with 47 C.F.R.64,604 - Mandatory minimum standards , because of its failure to implement an appropriate outreach and educational program for speech-to-speech services. Before Pennsylvania is recertified for Telecommunication Relay Services, they should be required to develop a plan and budget to support an appropriate outreach and educational program to make people aware of speech-to-speech services.

Thank you for your attention to these issues

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